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HARYANA GOVERNMENT

TOWN AND COUNTRY PLANNING DEPARTMENT

Notification

The 17th August, 2021

No. Misc-1022/19970.— The Government is pleased to notify policy for Retirement Housing in the State of Haryana under the provisions of Haryana Development and Regulation of Urban Areas Act, 1975 to cater to the ageing population and their specific needs.

The policy, of which the details are given below, has been approved by the Council of Ministers in its meeting held on 05.08.2021 as conveyed vide their U.O No.9/93/2021-2Cabinet dated 05.08.2021. This policy shall come into effect from the date of its notification. The Director, Town and Country Planning, Haryana, is hereby directed to ensure effective implementation of this policy in the urban areas of the State of Haryana.

SUBJECT: POLICY FOR PLANNED DEVELOPMENT OF RETIREMENT HOUSING THROUGH GRANT OF LICENCE UNDER ACT NO 8 OF 1975.

1. **FOREWORD:** With an ever-increasing ageing population as well as the increasing trend of nuclear families, there is an emergent need for development of commercially viable and professionally managed Retirement Housing Projects. Living independently from their families and being aged and in many cases infirm, the senior citizens who are likely to reside in such Retirement Housing Projects are likely to be vulnerable to harassment, breach of contract and violation of their basic rights by Developers/Service Providers, who build, operate and maintain them. Hence the need for a policy for regulated development of Retirement Housing Projects to address to the need of senior citizens who are able and willing to pay for such accommodation, services and facilities.
2. **BASIC CONCEPTS, DEFINITIONS& DESCRIPTION:** For the purpose of this policy, the special terms and concepts used herein are defined/ described as follows:
 - i. “Allottee” means a person/senior citizen, who acquires an apartment within the premises of a Retirement Housing Project exclusively for the residential purpose of an eligible resident.
 - ii. “Eligible Resident” means a senior citizen who is an Allottee/Resident of a Retirement Housing Project and who is 60+ years of age. The eligible resident of Retirement Housing Project may not be the Allottee.

Explanation: ‘Allottee’ and ‘Eligible Resident’ refers to the concept that an apartment in the premises of a Retirement Housing Project may be purchased by senior citizen himself/herself or by any other legal entity, i.e. Allottee; however, it must be used solely by Eligible Resident. It is further provided that, along with primary user, other family members may also stay temporarily in the premises of such Retirement Housing Project for such period as decided by the Service Provider on a case-to-case basis.

- iii. "Retirement Housing Project" means a residential project or part of a residential project, as may be advertised and developed by colonizer/developer, under the present policy after obtaining a licence under Haryana Development and Regulation of Urban Areas Act, 1975, and registered under the Real Estate (Regulation & Development) Act, 2016 ('RERA'), apart from being governed by other laws as may be applicable, and which is primarily for the use of the 'Eligible Resident' and has such minimum facilities as may be provided under the respective Acts/Regulations.
 - iv. "Service Provider (SP)" means any person/ entity, which is capable of and/or specializes in the operation and management of Retirement Housing, which may include on-site monitoring, personal care services and any other relevant services, including the basic maintenance services. SP may be developer itself or any entity appointed by Promoter/ Developer.
- Explanation:** Sale of Apartments in Retirement Housing by promoter shall be permitted only pursuant to registration of the Retirement Housing project by RERA. All the provisions of RERA Act and the Rules framed thereunder shall be applicable to such Retirement Housing projects.
- v. "Monitoring Committee" constituted under the chairmanship of respective Deputy Commissioner of the district which shall include the representative of the Service Provider and the RWA shall be responsible for regular coordination and resolution of the issues arising between the Residents and the Service Provider. Any other member can also be co-opted by the Monitoring Committee
 - vi. The term carpet area shall have the same meaning and definition as provided under the RERA Act.
3. **PLANNING PRINCIPLES:** The broad principles that shall be followed for planning of such projects are annexed at Annexure-A. The colonizer/developer shall be required to self-certify the provisions of the above mentioned facilities/ services at the time of grant of Occupation Certificate.
 4. **LOCATIONAL NORMS:** Any case which fulfils the following location norms can be considered for grant of licence for Retirement Housing project:
 - i. Such permission shall be permitted in the Residential Zone of Development Plans only and over and above the Net Planned Area fixed for any type of Group Housing/ plotted Colonies.
 5. **AREA AND ACCESS NORMS:** The area norms for the purpose of the present policy shall be as follows:
 - i. The **minimum and maximum area requirement** (Net Planned Area) for establishment of such project shall range from 0.5 acre to 10.0 acres.
 - ii. **Access Parameters:** The site should be accessible from a minimum 12m wide existing road.
 6. **PLANNING PARAMETERS:** The following planning parameters shall be followed in case of such projects:

a. Maximum FAR allowed:	225
b. Maximum Ground Coverage allowed:	40 %
c. Area under retirement homes:	Min. 70% of permitted FAR
d. Min area of retirement homes/DUs:	30 sqm carpet area
e. Dormitory/ Hostel for staff / service persons:	5-10% of permitted FAR
(Dormitory/ Hostel development as per norms applicable for Working Women Housing)	
f. Max area under Commercial Shops:	4 % of permitted FAR.
(Shops catering to daily needs only shall be allowed)	
g. Area under Mess/ common dining:	100 to 500 sqm
h. Medical Room:	Min. 15 sqm/25 DU or part thereof
i. Common room/Indoor games/ Gymnasium:	2 sqm/person or 500 sqm whichever is less
j. Other miscellaneous facilities viz. laundry etc:	100 to 500 sqm.
k. Minimum Area under organized Park:	15% of the net planned area
l. Occupancy Norm/DU (for retirement homes):	3 persons per dwelling unit.
m. Occupancy norm (for Dormitory/ Hostel):	1 person per bed
n. Residential Density Permitted:	250 to 900 ppa.
o. Parking Norms	As followed in case of Group Housing colonies
 7. **APPLICABLE FEES & CHARGES:** All fees and charges viz., scrutiny fees, licence fees, conversion charges, SIDC and EDC at the rates prescribed for residential group housing colony shall be made applicable.

8. SPECIAL DISPENSATIONS:

- a. Monitoring Committee: The developer shall be required to file half yearly reports containing the complete list of occupants, the duration of occupancy, the facilities offered in the premises etc. to the Monitoring Committee to be chaired by the Deputy Commissioner of the concerned district on a format, as prescribed. Apart from the Deputy Commissioner, such committee shall consist of four permanent members, i.e., the concerned DTP (as member secretary), Superintendent of Police or his representative, a representative of the Municipal Commissioner or Executive Officer as applicable, a representative of the Service Provider as well as the RWA. However, representative of CEO, GMDA/FMDA shall also be a permanent member, wherever applicable. The committee shall be free to co-opt two additional members, who should be eminent persons, of their choice as members of the committee.
 - b. The Monitoring Committee shall be empowered to make regular checks of the premises to ascertain that the facilities are being maintained properly and the policy provisions are not being violated.
 - c. A complaint and grievance redressal committee shall also be formulated under the Chairmanship of the Deputy Commissioner of the concerned district.
 - d. A tri-partite agreement shall be executed between Allottee, Eligible Resident and the Service Provider before taking possession of the apartment.
 - e. The Haryana Apartment Act, 1983 and Rules thereof, shall be applicable on such projects.
 - f. Necessary amendment to the Act of 1975, Rules 1976 and the zoning regulations, as necessary, shall be undertaken to incorporate the said provisions.
9. This policy has been approved by the Council of Ministers in its meeting held on 05.08.2021 as conveyed *vide* U.O No.9/93/2021-2Cabinet dated 05.08.2021.

ANNEXURE-A**BROAD PLANNING PRINCIPLES :**

- (i) Common services, viz., Medical Rooms, community facilities and convenience store are conceived by the number and distribution of the dwelling units. Location of such rooms is to be reserved at the ground floor and in proximity to the vertical movement core of building blocks.
- (ii) Attendants/staff accommodation may be provided on site as per norms.
- (iii) Building Design Principles:
 - a. Retirement Housing projects shall conform to the Principles/ Guidelines/ Norms as prescribed under 'Haryana Building Code' as well as the 'Harmonized Guidelines and Space Standards for Barrier Free Built Environment for persons with Disability and Elderly Persons'(Harmonized Guidelines), as amended from time to time.
 - b. All building blocks of more than one floor be provided with lifts that are suitably equipped to accommodate users requiring assistance and using wheelchairs and similar equipment/mobility tools.
 - c. All the external and internal design of building spaces should consider the free movement of wheelchairs.
 - d. Door openings (between jambs) should not be less than 900 mm in width.
 - e. Preferably sliding windows should be used.
 - f. Easy to grip door knobs and lever type handles of large size to be used.
 - g. Ergonomic design of furniture specific to the requirements of senior citizens.
 - h. Furniture should be lightweight, sturdy and without sharp edges.
- (iv) Lifts and Ramps:
 - a. All lifts must have audio and visual signage and signalling systems and to accommodate users requiring assistance and using wheelchairs and similar equipment/mobility tools.
 - b. Mandatory ramps to be provided throughout the building to provide for wheelchair access.
- (v) Staircase:
 - a. Provision of clear width not less than 1500 mm.
 - b. Handrails should be fitted on both sides of stair flights.
 - c. Treads and risers should be as per the standards prescribed in Harmonised Guidelines applicable to senior citizens.

- d. Avoid long flights of steps; in no case with more than 12 treads in a single flight.
- e. Projecting nosing and open stairs should not be provided to minimize the risk of stumbling. Spiral stairs should be avoided.
- f. Illuminated/ fluorescent/ radium strips should be installed on all stairs to act as guides, especially in low light and night-time conditions.
- g. Specifications of lighting and ventilation of staircases as per HBC/NBC.
- h. Handrails should be extended 12 inch at top and bottom of staircase and ramps. Ends of handrails should be rounded.
- (vi) Corridors:
 - a. Steps should not be introduced in the corridors. If change in level is unavoidable, then ramp may be provided.
 - b. Where there is difference in the floor level the steps must be distinguished with contrasting strips on the edges.
 - c. It is essential to provide handrails along the walls on either side of the corridor, at suitable heights above the floor level
- (vii) Kitchen: Mandatory gas leak detection system shall be installed in all kitchen and rooms with attached kitchen.
- (viii) Bathrooms:
 - a. Wash basins should be provided with provision of grab rails.
 - b. Toilet paper roll dispensers shall be able to withstand heavy loads.
 - c. Bathrooms must have anti-skid tiles.
 - d. Bathrooms shall be provided with outward opening doors so bathrooms can be accessed in an emergency when the senior citizen is inside the bathroom.
- (ix) Lighting and ventilation:
 - a. Power backup facilities to be provided in each apartment of Retirement Home and with mandatory connection in bathroom and kitchen.
 - b. Adequate lighting and ventilation in the common areas including corridors, lobby and lifts to be supplied uninterrupted electricity with power-backup facility.
- (x) Basic Services:
 - a. Adequate security and housekeeping services.
 - b. Caregiving facilities for those residents requiring special care.
 - c. Opportunities for residents to provide community services to their peers and other residents.
 - d. Transport and mobility assistance including, pick up and drop facility for nearby locations and electric vehicles such as e-carts for internal movements within the Retirement Home complex
- (xi) Medical Services (Mandatory)
 - a. 24X7 on-site ambulance service with oxygen support facility, tied up with nearest hospital.
 - b. Basic first aid medical facility with nurse and physiotherapy services / Geriatric Care Centres. The emergency contact numbers for the medical facilities and ambulance services shall be displayed outside the common areas of the premises.
 - c. Mandatory tie-up with the emergency facilities with the nearest hospitals/multi Super Specialty Hospital(s).
 - d. Emergency rooms with provision for accommodating one or two patients and an attendant, attached toilet, medicines and medical accessories that may be needed for treatment, with due check on expiry dates, appropriate storage facilities for equipment and drugs, oxygen cylinders and intravenous set, all other items as prescribed by the Medical Council of India or any appropriate institution.
 - e. Regular medical check-up and follow-up for the residents as required.
 - f. Pharmacy tie-ups for medicine with door-step delivery.
 - g. Wheelchair facility to be provided, minimum one in each block of all the towers of Retirement Home premises.

(xii) Fitness Facilities

- a. Jogging and walking tracks with non-slippery and non-skid surfaces.
- b. Efficient signage and clearly marked hedges and boundaries to avoid collision.
- c. Yoga, Physiotherapy, Exercise Centres to be provided as feasible

(xiii) Safety and Security

- a. Incorporate alarm system in the premises especially with separate switches in main entry doors, bathroom, bedroom and common areas.
- b. Emergency alarm and lights controls at bedside and bathrooms near toilet seat.
- c. Appropriate safety features in all electrical equipment.
- d. Free intercom facilities to be provided in all apartments with the single digit dialling facility to the emergency contact numbers i.e. security, medical/ ambulance, local police
- e. Properly trained and skilled security personnel at all required locations to be deployed. Security guard(s) shall be deployed with access to intercom facilities and basic telephone facilities.
- f. Security personnel to restrict trespassers in society, entry passes for all visitors including service providers to be issued.
- g. CCTV cameras to be installed on each floor of the premises near lift area and in all the common areas, lobbies/reception, all the gates, parks, etc. Surveillance of these CCTV footage to be monitored on regular basis by the security personnel(s).
- h. Emergency fire-fighting services, disaster preparedness for evacuation to be provided.
- i. Mock drills to be conducted on timely intervals with due intimation to the RWA.
- j. Emergency and important contact numbers should be provide to all residents and displayed in all common areas i.e. outside lifts.

A. K. SINGH,
Principal Secretary to Government Haryana,
Town and Country Planning Department.